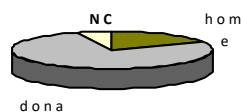
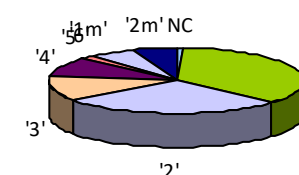


Gender:		
NC	6	5,66%
Male	19	17,92%
Female	81	76,42%



Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
1	38	30	13	10	2	0	6	6
1,06%	40,43%	31,91%	13,83%	10,64%	2,13%	0,00%	5,66%	5,66%

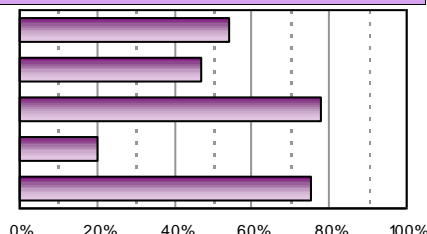


## OFFICE OF THE SECRETARY INFORMATION SERVICE

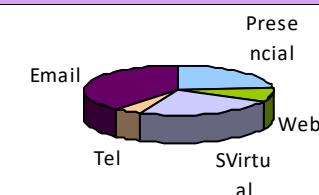
Which medium do you use preferable?		
Face-to-face information	57	53,77%
Website	50	47,17%
Virtual Office of the Secretary	83	78,30%
Telephone information	21	19,81%
E-mail	80	75,47%

Answered this item: 106

% who answered the question

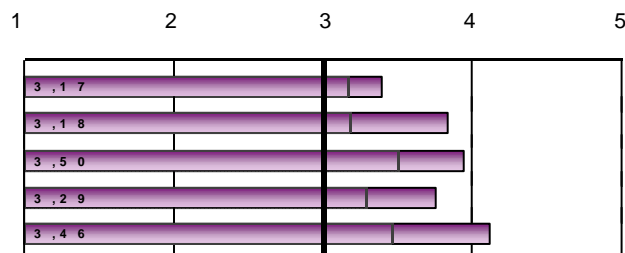


Preferred medium		
Face-to-face information	24	22,64%
Website	10	9,43%
Virtual Office of the Secretary	26	24,53%
Telephone information	5	4,72%
E-mail	41	38,68%



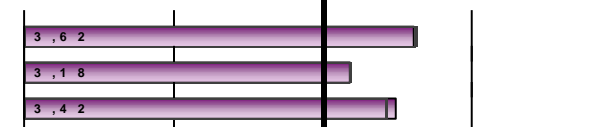
## FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency				
	8	14,55%	34	61,82%	13	23,64%	Strongly disagree.....Strongly agree				
1. I consider that opening hours are adequate.	3,40	51	6	7	15	13	14				
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,84	50	4	5	9	16	22				
3. I consider that waiting time is usually admissible.	3,95	51	1	6	9	18	21				
4. In general, the Office of the Secretary has provided enough information.	3,75	49	6	6	6	17	22				
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	4,12	49	5	2	3	18	29				



## FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency				
	12	26,67%	26	57,78%	7	15,56%	Strongly disagree.....Strongly agree				
6. The website contains sufficient and updated information.	3,61	57	0	5	18	17	9				
7. Information can easily be found on the website.	3,18	57	3	8	20	13	5				
8. I am satisfied with the Faculty/School website.	3,49	57	3	2	17	22	5				



Scale used: from 1 to 5 : Average for academic year

### VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	34	44,74%	32	42,11%	10	13,16%	Strongly disagree.....Strongly agree 1						
	AVERAGE						N/C	1	2	3	4	5	
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,82	29	2	4	21	29	21
11. I think that the response time is suitable.							3,88	31	5	4	12	28	26

### TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely									
	4	21,05%	11	57,89%	4	21,05%								
12. I consider that attention provided through this channel is adequate.							4,25	86	0	1	3	6	10	
13. In general, I'm satisfied with the attention received.							4,10	86	2	0	2	6	10	

### E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely									
	49	66,22%	18	24,32%	7	9,46%								
14. I consider that the response time is suitable.							3,85	33	4	3	15	29	22	
15. In general, the information received is adequate.							4,04	29	4	3	8	33	29	

Scale used: from 1 to 5

□: Average for academic year

## PROCEDURES AND FORMALITIES

### ENROLMENT

										Frequency						
										Strongly disagree.....		Strongly agree		1		
										AVERAGE	N/C	1	2	3	4	5
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office										3,82	4	7	12	12	32	39
Have you requested an early examination attempt?		Yes		No												
		20	21,98%	71	78,02%											
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.										3,59	3	2	3	2	3	7

### FEES, EXEMPTIONS AND GRANTS

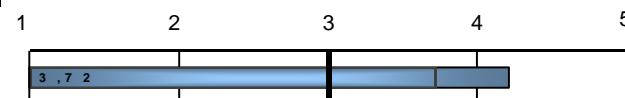
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							4,10	16	3	3	15	30	39		
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,92	29	5	2	18	21	31		

Scale used: from 1 to 5

□: Average for academic year

### ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency				
	43	47,25%	48	52,75%	Strongly disagree.....Strongly agree				
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	4,21		10		0	0	6	14	13



### STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency				
	68	72,34%	26	27,66%	Strongly disagree.....Strongly agree				
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	AVERAGE		N/C		1	2	3	4	5
	4,37		9		3	1	3	16	36



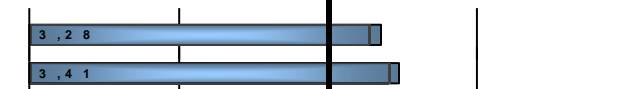
### CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency				
	46	48,94%	48	51,06%	Strongly disagree.....Strongly agree				
23. I consider that the time taken to issue a certificate was adequate.	AVERAGE		N/C		1	2	3	4	5
	4,03		10		0	3	6	14	13
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	AVERAGE		N/C		1	2	3	4	5
	3,95		8		1	2	10	10	15



### CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency				
	30	33,33%	60	66,67%	Strongly disagree.....Strongly agree				
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	AVERAGE		N/C		1	2	3	4	5
	3,36		5		5	1	5	8	6
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	3,48		5		4	3	5	3	10



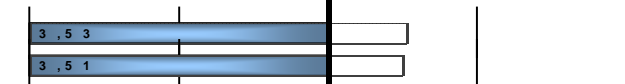
### INTERNSHIPS

Have you made enquiries related with internships?	Yes		No		Frequency				
	34	37,78%	56	62,22%	Strongly disagree.....Strongly agree				
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.	AVERAGE		N/C		1	2	3	4	5
	3,69		8		3	1	5	9	8



### FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency				
	16	17,78%	74	82,22%	Strongly disagree.....Strongly agree				
28. The information received on formalities or enquiries related with the final thesis was adequate.	AVERAGE		N/C		1	2	3	4	5
	3		7		1	2	3	2	1
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	AVERAGE		N/C		1	2	3	4	5
	3		9		1	1	2	3	0



### INTERNATIONAL RELATIONS

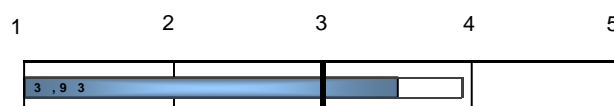
Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency				
	20	22,22%	70	77,78%	Strongly disagree.....Strongly agree				
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	3,5		4		3	1	0	9	3



Scale used: from 1 to 5  : Average for academic year

### DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	12	13,33%	78	86,67%	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.					3,5	4	1	1	1	3	2



### EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No								
	9	10,00%	81	90,00%							
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	4,5	5	0	0	1	0	3				



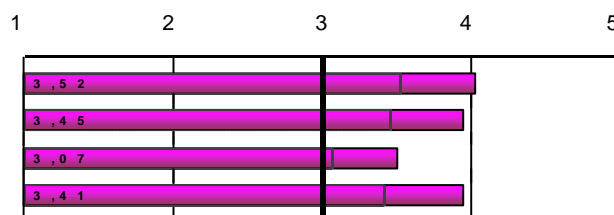
### APPEALS AGAINST ASSESSMENT RESULTS

Application of enquiries to challenge qualifications	Yes		No								
	5	5,56%	85	94,44%							
33. The information received about procedures or enquiries to challenge qualifications has been adequate	*	3	0	1	1	0	0				



### GENERAL

	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	4,02	16	2	8	12	32	36
The Office of the Secretary usually deals with my requests satisfactorily.	3,94	16	6	7	11	28	38
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	3,50	40	6	8	16	19	17
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,94	17	7	6	9	30	37



Do you miss any service at the office of the secretary of your faculty or school?	Yes	No	Frequency	
	9	9,47%	86	90,53%

Scale used: from 1 to 5 : Average for academic year

EVOLUCIÓ		OFFICE OF THE SECRETARY INFORMATION SERVICE															
		1. I consider that opening hours are adequate.		2. The organisation of the face-to-face information service is satisfactory and convenient.		3. I consider that waiting time is usually admissible.		4. In general, the Office of the Secretary has provided enough information.		5. In general, I'm satisfied with the personal attention received from the Office of the		6. The website contains sufficient and updated information.		7. Information can easily be found on the website.		8. I am satisfied with the Faculty/School website.	
		n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
Curs	Recollides																
22-23	106	55	3,4	56	3,84	55	3,95	57	3,75	57	4,12	49	3,61	49	3,18	49	3,49
20-21	148	59	3,37	60	3,13	60	3,32	60	3,3	61	3,7	79	3,54	79	3,25	79	3,41
18-19	132	39	3,51	39	3,49	39	3,64	39	3,67	38	3,87	16	4,38	17	3,53	16	4,06

OFFICE OF THE SECRETARY INFORMATION SERVICE												PROCEDURES AND FORMALITIES															
10. The Virtual Office of the Secretary processes requests adequately and is a												11. I think that the response time is suitable.		12. I consider that attention provided through this channel is adequate.		13. In general, I'm satisfied with the attention received.		14. I consider that the response time is suitable.		15. In general, the information received is adequate.		#. The assistance received throughout the enrolment process was adequate and		17. My enquiries or formalities related with enrolment have been dealt with appropriately by the		18. My enquiries or formalities related with cancellation of enrolment have been dealt with	
Curs	n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE								
22-23	77	3,82	75	3,88	20	4,25	20	4,1	73	3,85	77	4,04	*		102	3,82	17	3,59									
20-21	87	3,53	85	3,35	45	3,38	45	3,27	112	3,54	113	3,77	64	3,48	132	3,52	25	3,44									
18-19	27	3,96	27	3,85	6	4	8	3,75	30	3,93	33	4	75	4,05	126	4,1	30	4,37									

	PROCEDURES AND FORMALITIES																			
	19. My enquiries or formalities related with university fees have been dealt with appropriately			20. My enquiries or formalities related with grants and exemptions have been dealt with		21.My enquiries or formalities related with assessment results or exam records have been		22.My enquiries or formalities related with the student card have been dealt with		23. I consider that the time taken to issue a certificate was adequate.		24. My enquiries or formalities related with certificates have been dealt with appropriately		25. I consider that the time taken to process applications for credit recognition		26. My enquiries or formalities related with credit recognition and transfer have been		27. My enquiries related with internships have been dealt with appropriately by the		
Curs	n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE
22-23	90	4,1		77	3,92		33	4,21		59	4,37		36	4,03		38	3,95		25	3,36
20-21	105	3,5		99	3,27		35	3,69		68	4,24		34	3,56		35	3,77		26	3,23
18-19	107	4,13		97	3,94		54	3,91		55	4,29		50	3,98		51	3,96		39	3,54

PROCEDURES AND FORMALITIES												
28. The information received on formalities or enquiries related with the final thesis			29. I consider that the deadlines for submitting/presenting the final thesis are adequate.		30. My enquiries or formalities related with mobility programmes have been dealt with		31. My enquiries or formalities related with the degree certificate have been dealt with		32. My enquiries or formalities related with early examination attempts have been		33. The information received about procedures or enquiries to challenge	
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	9	3	7	3	16	3,5	8	3,5	4	4,5	2	*

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

FACULTY/SCHOOL: FACULTAT DE FILOSOFIA I CIÈNCIES DE L'EDUCACIÓ

20-21	18	3,89	14	3,86	24	3,17	11	4,27	8	3,12	2	*
18-19	24	3,75	23	3,3	22	3,55	20	3,85	14	3,71	8	4,12

GLOBAL								
The Office of the Secretary carries out the tasks expected from it.			The Office of the Secretary usually deals with my requests satisfactorily.		I have observed improvements in the general operation of the service on the occasions that I		In general, I am satisfied with the operation of the Office of the Secretary of the	
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	90	4,02	90	3,94	66	3,5	89	3,94
20-21	129	3,52	130	3,48	95	3,01	127	3,4
18-19	120	3,8	124	3,89	95	3,57	126	3,79

\* The average item is calculated from three surveys rating.

#. Item not included in the current version